



When Quality Matters

Product & Services Guide
2018/2019



Hello & Welcome to Redgum,

Firstly on behalf of all the Staff at Redgum, thank you for taking the time to download this product guide, we hope it answers many of your questions that you may have or have developed while searching for a Cleaner.

This guide breaks-down each service that we at Redgum Cleaning currently offer. This will help you understand exactly what you receive when you hire Redgum to do your cleaning - and what we consider to be “extras” that are charged at an isolated flat rate. For more information please contact the Office.

Unfortunately we do not list our pricing in this guide as our competitors also seem to be very busy downloading our service guides. If you would like an honest and comprehensive quotation performed for your needs, please contact the Office on (02) 8006 1356 or give Mike (0409 481 597) or William (0417 450 859).

At the end of this guide, you will find our FAQ's - if you still have any questions or concerns don't hesitate to contact the Office. We are here to assist you in achieving your goals of obtaining a high quality cleaning service at the best possible price.

Kind Regards

THE REDGUM TEAM



Redgum services:

Weekly Clean: Time: (90min)

This includes the following:

- Dusting/wiping of bench-tops, shelves, cabinets, side tables in bedrooms, Lounge/Dining
- Kitchen cleaned, wiping bench-tops, appliances wiped over, stove top only cleaned
- Bathrooms and Toilet completely cleaned and sanitised
- Laundry cleaned, wiping bench-tops, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's - Window tracks
Sugar soap washing of walls
Cleaning of doors
Blinds
Inside of Ovens
Range-hoods & Filters
Dusting of all architraves/skirting & removal of cobwebs
Dusting of all light switches and power switch cover-plates
Dusting of light shades, remove any bugs



Fortnightly Clean: Time: (90 min)

This includes the following:

- Dusting/wiping of bench-tops, shelves, cabinets, side tables in bedrooms, Lounge/Dining
- Kitchen cleaned, wiping bench-tops, appliances wiped over, stove top only cleaned
- Bathrooms and Toilet completely cleaned and sanitised
- Laundry cleaned, wiping bench-tops, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's - Window tracks
Sugar soap washing of walls
Cleaning of doors
Blinds
Inside of Ovens
Range-hoods & Filters
Dusting of all architraves/skirting & removal of cobwebs
Dusting of all light switches and power switch cover-plates
Dusting of light shades, remove any bugs



Monthly Clean: Time: (1.5 - 2.5 hrs)

This includes the following:

- Dusting of all architraves/skirting & removal of cobwebs
- Dusting/wiping of bench-tops, shelves, cabinets, side tables in bedrooms, Lounge/Dining
- Dusting of all light switches and power switch cover-plates
- Dusting of light shades, remove any bugs
- Windows cleaned inside only - (does not include tracks or blinds)
- Kitchen cleaned, wiping bench-tops, appliances cleaned outside only, stove top only cleaned
- Bathrooms and Toilets completely cleaned and sanitised
- Laundry cleaned, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's - Window tracks
Sugar soap washing of walls
Cleaning of doors
Blinds
Inside of Ovens
Range-hoods & Filters



Yearly Spring Clean: Time: (2.5 - 3 hrs)

This includes the following:

- Dusting of all architraves/skirting & removal of cobwebs
- Dusting/wiping of bench-tops, shelves, cabinets, side tables in bedrooms, Lounge/Dining
- Dusting of all light switches and power switch cover-plates
- Dusting of light shades, remove any bugs
- Windows cleaned inside & outside, plus tracks - (does not include blinds)
- Kitchen cleaned, wiping bench-tops, appliances cleaned outside only, stove top only cleaned
- Bathrooms and Toilet completely cleaned and sanitised
- Laundry cleaned, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's -

- Sugar soap washing of walls
- Cleaning of doors
- Blinds
- Inside of Ovens
- Range-hoods & Filters



Once-off Clean: Time: (2 - 3 hrs)

This includes the following:

- Dusting of all architraves/skirting & removal of cobwebs
- Dusting/wiping of bench-tops, shelves, cabinets, side tables in bedrooms, Lounge/Dining
- Dusting of all light switches and power switch cover-plates
- Dusting of light shades, remove any bugs
- Windows cleaned inside only - (does not include tracks or blinds)
- Kitchen cleaned, wiping bench-tops, appliances cleaned outside only, stove top only cleaned
- Bathrooms and Toilet completely cleaned and sanitised
- Laundry cleaned, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's - Window tracks
Sugar soap washing of walls
Cleaning of doors
Blinds
Inside of Ovens
Range-hoods & Filters



End Of Lease Cleaning Service: Time: (4 - 8 hrs)

This includes the following:

- Dusting of all architraves/skirting & removal of cobwebs
- Dusting of all light switches and power switch cover-plates
- Dusting of light shades, remove any bugs
- "Spot-Cleaning" of walls & doors - (excessive cleaning will be charged at an hourly rate)
- Wiping of doors
- Windows cleaned inside & out - (does not include tracks or blinds)
- Kitchen cleaned including inside & out of cupboards, appliances cleaned outside only, stove top only cleaned
- Bathrooms and Toilet completely cleaned and sanitised
- Laundry cleaned, sinks wiped out
- Vacuuming of all floors
- Mopping of all hard surfaces

Extra's - Window tracks
Sugar soap washing of walls
Blinds
Inside of Ovens
Range-hoods & Filters
Garages

* Spot cleaning means, the cleaning of minor marks, if you have more than a few marks, you will be charged for a full wall wash.

Frequently Asked Questions

Questions & Answers:

1. Can I obtain a quote online for a cleaning service?

Yes of course, all you have to do is click the get a quote button at the top of this website, select the service you want, and enter your relevant details.

We'll reply on the same business day confirming the appointment and arrival time. Alternatively, you can call (02) 8006 1356.

2. Am i required to enter my payment information?

No, we do not require payment to get a quote. However, when we call you to follow up on your quote, we will require to take your payment details.

We do not charge your card until after your professional clean has been completed.

3. Are you pet friendly and do you use non-toxic organic cleaning products?

Yes, we are! Our cleaning teams have training on how to treat dogs, cats and other pets. We're a pet friendly cleaning company. Where possible, we do use non-toxic organic products.

4. What is a yearly spring clean, what does it consist of?

A yearly spring clean is recommended for first-time customers or customers who haven't had their home professionally cleaned in the last three months. To see the extra things, we do for yearly spring cleans check out our Services page.

5. What are the type of tasks you won't do?

The types of tasks we won't do are; wet wiping of light bulbs, resurfacing/waxing/refinishing of floors, putting away dishes, large furniture moving, extensive mould removal, extensive ceiling cleaning and large-scale trash disposal and ironing. At this stage we are unable to provide carpet cleaning services, however we are looking at options so that we are able to complete this as part of our services.

6. Do I need to be home when you arrive?

No, absolutely not! It's your choice to stay around or go out and take advantage of your free time. Just leave us a key or organise for us to pick-up a key and we'll get your house cleaned! Redgum Cleaning Company are here to make your life easier, not harder. We have recently purchased key lock boxes that we can provide to our regular customers with a small fee charged that is fully refundable once our services are no longer required.

7. Are you insured?

Yes, we are! If you need proof of insurance simply email us at mail@redgumcleaning.com.au and we'll gladly forward, you all relevant documentation.

8. How long it will take to clean my house?

It all depends on the condition of your home! But as a simple example, take the number of bedrooms you have and convert that into hours. Ex. 3 Bedrooms = 3 hours.

9. How many people will come to clean my house?

A team of 2 people is our standard, sometimes an extra team member can come when needed. However, we do send a team of 1 person when the job is small (Studio/1BR/Touch-up jobs). This will be mentioned to you prior to your cleaning.

10. What is the "100%" Guarantee

Our 100% Guarantee represents our commitment to our clients and our workmanship. Should you have a concern with the cleaning service you have received, we will work with you to make it right.

Here's typically what would occur:

Give us a call within 24 hours from the time of your appointment and provide us with details of your concerns and/or issues.

48 hours grace period is given for Move-in/Move-Out/End of Lease cleans.

We will re-schedule the clean at no cost to you on the following business days. We will return to your home and address the areas of concern. After the re-cleaning, if you still have concerns regarding the clean, we will review your issues once again and if we are unable to address your concerns, we will fairly provide a credit or a refund to you.

11. Late cancellation fees

Redgum Cleaning Company want to make sure that everybody's appointments are serviced efficiently and promptly by our best cleaning professionals. It takes us time to organise and fit all our clients into a functional schedule. This is why we ask for 24 hour's notices for all cancellations. Cancellations made the day of your appointment will incur a \$40 charge.

If you could not find answers to the problem or concerns you have please use our Support Centre to receive comprehensive customer service or just use the old fashioned way - the telephone and give us a call.

(02) 8006 1356

WWW.REDGUMCLEANING.COM.AU